

APPENDIX D –

Local Library Staff Web Survey - Summary Report

Please indicate the name of your library.

Count	Response
1	Adams Memorial Library
1	Algood Branch Library
2	Ardmore Public Library
1	Argie Cooper Public Library
4	Art Circle Public Library
3	Audrey Pack Memorial Library
1	BRISTOL PUBLIC LIBRARY
1	Baxter Branch Library
1	Beene Pearson Public Library
1	Benton County Public Library
1	Bethesda Public Library
1	Big Sandy Branch Library
1	Bledsoe County Public Library
2	Bloomington Library
4	Blount County Public Library
1	Bolivar Hardeman County Library
2	Brentwood
13	Brentwood Library
1	Briceville Public Library
6	Bristol Public Library
1	Burritt Memorial Library
1	C. E. Weldon Public Library
1	C.E. Weldon Public Library
1	CLARKSVILLE MONTGOMERY COUNTY PUBLIC LIBRARY
1	Carroll County Library
1	Caryville Public Library

Count	Response
1	Cheatham County Library
3	Cheatham County Public Library
5	Clarksville-Montgomery County Public Library
1	Cleveland Bradley County Public Library
1	Clinton Public Library
1	Clyde W. Roddy Public Library
1	Clyde W. Roddy Public Library
1	Coffee Co Lannom Library
1	Coffee County Lannom Memorial Public Library
1	Coffee County Manchester Library
5	Coffee County Manchester Public Library
1	Colonial Heights
2	Crockett Memorial Library
1	Dandridge Memorial Library
1	Davis Homes Library
2	Dickson County Public Library
1	E. G. Fisher
1	E. G. Fisher Public Library Athens, TN
1	E.G. Fisher Public Library
1	Eagleville Bicentennial Public Library
1	East Polk Public Library
1	Elizabethton/Carter Co. Public Library
1	Elizabethton/Carter County Library
3	Elizabethton/Carter County Public Library
3	Elma Ross Public Library
2	Etowah Carnegie Library
1	Everett Horn Public Library
2	Fairview Public Library
2	Franklin County Library
1	Fred A. Vaught Library
5	Gallatin Public Library

Count	Response
1	Gallatin Public Library of Sumner County
2	Giles County Public Library
1	Gorham MacBane Public Library
1	Gorham-MacBane
1	Gray Library
1	Graysville Public
1	Greenback Public Library
1	Greeneville Greene County Public Library
1	Greeneville-Greene County Library
1	Greeneville-Greene County Public Library
1	H. B. Stamps Memorial Library
1	Hancock County Public Library
2	Hardin County Library
2	Hardin County Public Library
1	Harriman Carnegie Library
3	Harriman Public Library
2	Hendersonville Public Library
1	Hickman County
1	Houston County Public Library
2	Humboldt Public Library
2	Humphreys County Public Library
1	Huntsville Public Library
1	Jacksboro Public Library
1	Jasper Public Library
1	Johnson City Public
15	Johnson City Public Library
2	Johnson County Public Library
1	Justin Potter Library
8	Kingsport Public Library
1	Kingsport Public Library & Archives
1	Kingston Public

Count	Response
2	Kingston Public Library
1	Kinsport Public Library
1	Lebanon-Wilson County Library
1	Lee Ola Roberts Library
1	Lee Ola Roberts Library, Whiteville
1	Leiper's Fork Public Library
1	Leipers Fork Public Library
1	Lewis County Public Library
1	Liberty Library
4	Linebaugh
2	Linebaugh Library
1	Linebaugh Public
4	Linebaugh Public Library
1	Linebaugh Public Library System
1	Luttrell Public Library
1	MORRISTOWN-HAMBLEN LIBRARY
2	Macon County Public Library
1	Macon County Public Library
8	Madisonville Public Library
2	Marshall County Memorial Library
1	Maynardville Public Library
1	McIver's Grant
2	McIver's Grant Public Library
1	Mildred G. Fields Memorial Library
2	Minor Hill Public Library
1	Monterey Branch Library
1	Moore County Public Library
2	Morristown-Hamblen Library
2	Morristown-Hamblen Public Library
1	Mosheim Public
1	Ned R. McWherter Weakley County

Count	Response
1	Nolensville Public
1	Nolensville Public Library
1	Norris Community Library
2	Obion County
3	Obion County Public Library
1	Philadelphia Public Library
1	Polk County Public Library
4	Portland Public Library
1	Putnam County
1	Putnam County Library
1	Putnam county library
1	Red Boiling Springs Branch Library
1	Ridgely Public Library
1	Sequatchie County Public Library
2	Smyrna Public Library
1	Somerville Fayette County Library
1	Somerville-Fayette County Library
3	South Cheatham Public Library
6	Spring Hill Public Library
1	Stewart County Public Library
2	Sullivan County Public Library
1	Sullivan County Public Library System
1	Sweetwater Public Library
2	Tellico Plains
1	Tellico Public Library
2	Tellico Village Public Library
1	The Brentwood Library
1	Thomas Memorial Library
2	Unicoi County Public Library
1	WCPL- Gray Branch
1	Wartburg Public Library

Count	Response
1	Washington County --Gray Branch
1	Washington County Jonesborough Library
1	Washington County/Gray Branch Library
1	Watertown/Wilson County Library
1	Wayne County Library
1	Weakley County Library
1	White County Public
3	White County Public Library
3	White House Inn Library
1	White Pine Public Library
1	White county Public Library
11	Williamson County Public Library
1	Williamson County Public Library - Main
1	Coffee County Lannom Memorial Library
1	Kingsport
1	Linebaugh public library
1	McIver's library
1	Morristown Hamblen library
1	West Polk library

Please indicate the regional system that serves your library.

Value	Count	Percent %
Blue Grass Regional Library	51	16.8%
Caney Fork Regional Library	14	4.6%
Clinch-Powell Regional Library	9	3%
Forked Deer Regional Library	12	4%
Fort Loudoun Regional Library	43	14.2%
Highland Rim Regional Library	33	10.9%
Nolichucky Regional Library	11	3.6%
Reelfoot Regional Library	15	5%
Shiloh Regional Library	8	2.6%

Upper Cumberland Regional Library	12	4%
Warioto Regional Library	36	11.9%
Watauga Regional Library	59	19.5%

Please indicate the County in which your library is located.

Count	Response
3	Anderson
1	Bedford
2	Benton
1	Bledsoe
3	Blount
1	Blount County
1	Bradley
1	CAMPBELL
1	Campbell
1	Cannon
1	Carroll County
4	Carter
1	Carter County
6	Cheatham
1	Cheatham County
1	City of Bristol
7	Coffee
2	Coffee County
2	Crockett
4	Cumberland
1	DeKalb
1	DeKalb
2	Dickson
3	Dyer

Count	Response
2	Fayette
2	Franklin
2	Gibson
1	Gibson County
4	Giles
2	Giles County
3	Greene
1	Greene County
1	HAMBLEN
5	Hamblen
1	Hancock
2	Hardeman
1	Hardeman County
4	Hardin
1	Hawkins
3	Haywood
1	Henderson
1	Hickman
1	Houston County
1	Humphreys
1	Humphreys County
2	Jefferson
2	Johnson
1	Lake
1	Lewis
3	Loudon
1	Loudon County
1	MONTGOMERY
4	Macon
2	Marion
2	Marshall

Count	Response
6	Maury
4	McMinn
1	McMinn Co.
10	Monroe
1	Monroe County
4	Montgomery
1	Montgomery County
1	Moore
5	Obion
2	Polk
5	Putnam
1	Putnam County
5	Rhea
7	Roane
5	Robertson
11	Rutherford
1	Rutherford Co TN
2	Rutherford County
1	Scott
1	Sequatchie
1	Stewart
14	Sullivan
4	Sullivan County
1	Sullivan County - Kingsport
1	Sullivan County
11	Sumner
1	Sumner County
1	Trousdale
1	Unicoi
1	Unicoi County
2	Union

Count	Response
1	Van Buren
1	WASHINGTON
19	Washington
3	Washington County
1	Washington County, VA-Bristol City
1	Wayne
4	Weakley
1	White
4	White County
27	Williamson
1	Williamson Co.
5	Williamson County
1	Williamson County TN
1	Williamson/Davidson
2	Wilson County
1	Dyer
1	Hamblen
1	Morgan
1	Polk
1	Rhea
2	Rutherford
1	Sullivan

Which of the following most closely reflects your main or primary job responsibilities?

Value	Count	Percent %
Library director in a one-person library (I do it all!)	17	5.6%
Youth services librarian	34	11.2%
Reference/information librarian	18	5.9%
Library assistant	91	30%

Technology specialist	7	2.3%
Library aide or "page"	4	1.3%
Library clerk	35	11.6%
Cataloger/Technical services librarian	27	8.9%
Other (please specify)	67	22.1%

If you selected "other" above, please specify here.

Count	Response
1	AV Mending clerk
1	Administrative Asst.
1	Also do a little bit of everything
1	Assistant Director
7	Assistant Director
1	Assistant Director in a system
1	Assistant Director, Children
1	Assistant Director/HR, Bookkeeping, accounting, payroll, supervise support services departments
1	Assistant Director/Youth Services Librarian
1	Assistant Librarian (Assistant Director)
1	Assistant director
1	Asst. Dir./Children's Librarian
1	Bookkeeper
1	Bookkeeper/Secretary
1	Branch Head
1	Branch Head in a 3 person library
4	Branch Manager
1	Branch Manager (Certified)
1	Branch Manager with one part-time help
1	Branch Supervisor in a one-person library (I do it all)
1	Cataloger - but not a librarian
1	Cataloger/Collection Services
1	Children's Librarian

Count	Response
1	Children's librarian
1	Circulation Librarian
1	Circulation Manager
1	Circulation Supervisor
1	Circulation Technician
1	Collection Development Librarian
1	Director
1	Director of two full & two part-time
1	Director with a staff of four
1	Director with staff
1	Director's Assistant/Cataloger
1	Head Librarian - Collection Development
1	I am also a substitute librarian.
1	Librarian (multiple responsibilities)
1	Library Director /have 2 part timers.
1	Library Director Assistant
1	Library Director with one part-time staff member
1	Library Manager
1	Library Manager (I do it all)
1	Library Manager and one staff member
1	Library Tech
1	Library director in a three person library and I still do it all!
1	Maintenance Supervisor
1	OVERDUES MANAGER
1	Office Manager
1	Outreach Librarian
1	Publicity, Events, Community Outreach, Reference
1	Secretary/Bookkeeper/Library Assistant
1	Volunteer Coordinator
1	basic computer instructor
1	Bookmobile

Count	Response
1	branch manager
1	circulation supervisor
1	circulation/page/reference/extras
1	head tech services, ILS system administrator and librarian
1	Supervisor
1	Branch Librarian (Manager), Assistant Director for Washington County Library system, and head of Acquisitions and Technical Services are my titles, but I do pretty much all from working circulation desk to cleaning the bathroom when needed when regular custodial staff are not in the building.
1	Library Manager-we have a director who has different duties- I am circ, youth, children's, reference, computer along with ordering books.
1	Assistant Director/HR, bookkeeping, accounting, payroll, supervisor for support services departments
1	Library Manager-We have a director for our library system- I am the one in charge of all the activities and areas at the main library.

Please rank the following regional library services in terms of their importance to YOUR library.

Item	Total Score ¹	Overall Rank
Technology support	2304	1
Continuing education	2095	2
Consulting/professional assistance	2078	3
Cataloging of State purchased materials	1889	4
Ordering books and other library materials	1646	5
Physical processing of State purchased materials	1634	6
Outreach to children	1405	7
Cataloging of locally purchased/donated materials	1206	8
Outreach to rural/underserved areas	1188	9
Physical processing of locally purchased/donated materials	1117	10
Outreach to seniors	1024	11
Other (please specify below)	536	12

¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

If you selected "other," please specify here.

Count	Response
1	Assistance with special projects for Cataloging Department
1	Automation system and courier network
1	Children programs for question # 7.
1	Continued audio and DVD rotations
1	Courier Service
1	Courier Service for DVD;
1	Courier Service for DVDs & Audios
1	Courier Service/ Bringing DVDs
1	Courier book service
1	Courier service between libraries
1	I do not know what the order of importance is because I am not involved with any of them.
1	I don't know what the Regional Library does.
1	I have no idea what services are regional library services
1	I rely on Highland Rim to provide stats for the READS program.
1	Material Rotation Program
1	Our regional library is always there for us. No matter what need or question that we have.
1	Outreach to Special Needs children and adults
1	Outreach to all of the patrons through the courier services
1	Physical assistance when needed for things like inventory and other similar duties.
1	Professional assistance, technology help, at training events, and when they bring our ILLs.
1	Providing automation system, courier service, Internet service
1	Providing craft materials for children.
1	READS
1	Regional ILL delivery and pick up service
1	Regional Intra-library loan courier service
1	Regional book delivery
1	Service a growing Spanish speaking community
1	Sharing a catalog and courier system
1	Special Projects (weeding and Tagging, etc)
1	Summer Reading Program

Count	Response
1	Summer Reading Program Support
1	Summer Reading Workshops
1	The Maintenance of Effort Agreement with the State that maintains our level of funding
1	The mental support of the region on law or ethic questions and the support system.
1	Unsure about other ways that they help, but do know they are highly valued here at in our system.
1	Working with the libraries in the Region to maintain and manage the Millennium Catalog
1	Courier for audios and DVDs
1	courier service between the libraries
1	courier-DVD & Audio
1	filling requests
1	interlibrary loan delivery
1	1. Insert OCLC records for books they provide funding for. 2. Courier services between libraries
1	loan instructional material to our local branch
1	moral support
1	outreach to teens. Like a teen program.
1	shared catalog and courier service
1	weeding of our collection and building a more up to date collection.
1	the fact that I can pick up the phone at any time and have a question answered or a problem solved.
1	I ranked these, but I'm really not sure what our regional library does. I know some of our books come from them, but that is all.
2	The cataloger at The Watauga Regional Library drops almost all of the OCLC bib records for our materials (state and locally purchased) into Millennium. We then attach item records to those bib records. We order several thousand books annually and each has to have an OCLC bib.
1	BOOKS ON WHEELS TO NURSING HOMES, KIDNEY CLINIC, HUMBOLDT GENERAL HOSPITAL, HOMES. Patrons that are disable & etc.
1	Interlibrary loans "Agent System" can't handle and the rotating selection of large print books and books on CD is a great service.
1	I do not deal with any of the above listed, so I can't really judge what is the most important. Sorry
1	The Bookmobile service is the most important to my patrons as it allows new materials to come to the library every other month. I am a one room library and do not get much in new materials.
1	Courier Service; provides Internet Access and Filtering, coordination between the libraries in regards to our shared circulation system
1	giving of their time and energy for inventories, moving collections, and many more too numerous to tell!
1	Courier Services that the regional library runs in the upper six counties is very, very important to my patrons!

What is the approximate number of continuing education/training events conducted by your regional library that you attended in the last year?

Count	Response
65	0
68	1
3	10
1	15
46	2
35	3
28	4
1	4.0
6	5
8	6
5	7
4	8
1	9

Please indicate the importance of the following continuing education topics to YOUR library.

Item	Total Score ¹	Overall Rank
Technology training	1502	1
Library practice (how-to do various processes)	1348	2
Technology training specifically related to library automation system(s)	1324	3
Other library administration/management topics	855	4
Personnel management	831	5
Financial management	629	6
Other (please specify below)	130	7

¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

Do you directly interact with any regional library staff on a regular basis?

Value	Count	Percent %
Yes	148	48.8%
No	147	48.5%

If "yes," please indicate the nature or the typical reason for the interaction with regional library staff.

Count	Response
1	Advice on book processing procedures.
1	Assistance with daily library questions
1	Assistance with questions; IT support
1	Board of Directors meetings
1	Book delivery
1	Book drop off and pick up
1	Book order assistance, miss questions
1	Book orders, Tech task, Advice
1	Bookmobile
3	Cataloging
1	Cataloging & Technical Support
1	Cataloging problems
1	Cataloging questions
1	Cataloging, Tech Support
1	Cataloging, inter-library loan
1	Children Programming especial Summer Reading
1	Computer Support, Millennium Support, Cataloging Support
1	Computer Tech
1	Computer problems and Winnebago problems
1	Computers/Technology questions, book processing
1	Consult on policy, communicate regarding shared catalog
1	Consulting

Count	Response
1	Consulting catalog, computer technology, cat records
1	Consulting, technology, automated library system
1	Continuing education and training events, cataloging, technical support, questions and assistance
1	Courier Loans
2	Courier Service
1	Courier Services, Consultation
1	Courier drop-offs/ pick-ups
1	Courier personnel who deliver/pick up books.
1	Courier service and meetings
1	Courier, Cataloging, interlibrary Loans
1	EZ proxy setup for new databases and Millennium base questions
1	Financial reports and statistical reports and book/material related questions.
1	General Questions
1	Help with administrative alterations in Millennium database
1	Help with cataloguing books and materials
1	I assist them when they bring the Regional DVDs and audio books.
1	I have spoken to them when turning in order cards and at workshops/meetings.
1	I interact with the regional library staff during the courier delivery.
1	I work with the regional bookmobile staff to prepare for bookmobile visits to our branches
1	ILL items, cataloging info.
1	IT Assistance
1	Interlibrary Loan
1	Interlibrary loan requests
1	Internet Technology Staff
1	Management
1	Management and technology support
1	Marion – board meeting, Kathryn-internet services, Kim & Amanda-books, Kim-processing & ordering
1	Monthly "pick-up" of items from Tech. Services
1	Need for summer reading or children's workshop dates, programming, etc
1	Ordering & Receiving MARC records
1	Ordering of books, and managing of money, processing of books.

Count	Response
1	Professional Assistance
1	Quarterly Reports
1	Questions and interlibrary loan
1	READS training/questions, monthly statistics, assistance with annual statistics
1	Rotation of materials
1	Stats, IT questions
1	Summer Reading Program
1	Summer Reading program materials
1	Tech issues, purchasing, and also moral support!
1	Technical assistance, cataloging support,
1	Technical support
1	Technology
1	Technology Assistance / Technical Services and Ordering / Statistics / Consultation
1	Technology Support
1	Technology assistance
1	Technology questions/problems
1	The cataloger at The Watauga Regional Library and I consult often about bibliographic records.
1	The deliver books to us.
1	They are ready to answer any questions we might have.
1	To ask a question or to get help with the computers.
1	To let them know when we have discarded regional items from our library collection.
1	To request die cuts for our story times.
1	When they bring our Ills. When we have
1	Workshops and training.
1	Yes, when DVD,S are exchanged
1	book ordering, cataloging, professional development, statistical reporting
1	book orders
1	Bookmobile
1	bookmobile/circulation reports
1	Cataloging
1	cataloging, and outreach services

Count	Response
1	children's programming
2	computer problems
4	Courier
1	courier service; handling issues related to ILS; Library Board Meetings
1	during the processing of books
1	exchange of videos and audios
1	general support
1	help with book orders/technology/computer problems
1	help with processing and staffing
1	helping with Sirsi/Dynix and cataloging
1	importing of books
1	Meetings
1	None
1	problem with importing records
1	professional meeting/readers advisory
1	questions about programming and training
1	questions as to the bookmobile and computers
1	questions thru phone
1	questions, technology, borrowing items
1	reports, missing movies, computers
1	rotations and general helps when needed
1	tech support
1	tech support ladies
1	tech support, bookmobile, material ordering
1	tech support, material supplies
1	Technology and automation
1	technical support, reports,
1	technology support
1	Technology
1	technology and outreach for children
1	technology assistance

Count	Response
1	technology issues, circulation problems, cataloging help
1	technology problems
1	technology support /courier
1	they deliver books weekly
1	to continue to provide assistance for software
1	to find out when they are coming
1	to jog my memory on new updates in programming
1	twice a week delivery service of ILL books.
1	workshops, technical ILS questions
1	ask questions about processing and also how to do storytelling or give us help with various programs.
1	link between our library and state technology technician. They often can handle problems because he has left instructions for some practical problems that can be handled by staff.
1	semi-regularly I receive materials, either incoming items to be cataloged and circulated or children's reading programs related materials.
1	We interact about circulation software, about our collection of books, and about various events that are planned throughout the year.
1	scheduling NSC, submitting barcodes for READS, monthly reports, tech grants, cataloging questions,
1	They always provide answers to the many dilemmas that arise at our library from technical support to understanding reports and other day-to-day library issues. I cannot say enough to show how much of a support they are to our library.
1	READS stats are always promptly provided. And I frequently call them with crazy questions when I am at a loss. It's always very nice to see the regional director at our Board meetings. She provides a real-world experience in a professional manner to our Board members (who are not librarians).
1	Attending local library directors' meetings; attending Millennium committee meetings; attending workshops and receptions
1	I talk to the Regional Director at Board meetings and on the phone from time to time about various issues.
1	It varies. From questions and recommendations about professional literature, latest trends in young adult and children's literature, and programming ideas, to technology based questions and cataloging questions, we speak to our regional staff regularly.
1	Occasional e-mails regarding ILL's. (I am not the main ILL person but substitute from time to time.)
1	LBOT meetings, rotating library deliveries, Federal Fund and quarterly allocation ordering, questions on statistics or monthly reports, in-services, or just to say hi.
1	WHEN OUR REGIONAL COMPUTER SYSTEM IS DOWN OR WHEN THERE IS A SCHEDULE CHANGE FOR COURIER DELIVERIES.
1	approximately once every two weeks while director is on medical leave, for advice on day-to-day things
1	Besides in-services, discussions concerning monthly and yearly statistics to be submitted; also questions and requests on cataloging and processing.
1	Help with ILL, tech issues, programs to assist with Books on Wheels, SRP Programs, Reports, Help with Agent, Selection of Youth Books.

Count	Response
1	When they drop off our materials, I was with McNaughton program until it was dropped, special projects as retagging collection, weeding, moving our library, and more.

What would you characterize as the greatest challenge facing YOUR library in the next five years?

Count	Response
1	A new building which includes structural changes and hardware/software alterations.
1	A new library facility and fundraising for it.
1	Adapting to what libraries will be in the future
1	Automation
1	BUDGET
1	Being able to order enough books to fill shelves.
2	Budget
1	Budget and meeting the growing needs of our patrons regarding various media.
1	Budget Restrictions
1	Budget constraints
1	Budget cuts
1	Budget cuts and changing technology
1	Budget restraints
1	Budgetary needs. Sustaining and growing the material budget.
1	Budgetary shortages affecting staff and programming
1	Building expansion
1	Buying materials, not enough staff, budget, losing Regional Staff for help
1	Cleaning up the catalog to make it match the collection.
1	Computer technology consultation
1	Computer technology.
1	Computer usage dominating the purpose of the library
1	Continuing budget cuts that affect our ability to provide materials to our patrons.
1	Continuing to supply superior library services in difficult financial times.
1	Cost of databases

Count	Response
1	Dire need for more space.
1	Doing more for more people with less money
1	Expansion on a smaller budget
1	Finance
1	Finances and the need for more room.
1	Finances--being able to continue current level of services without receiving budget increases
1	Finances: staffing requirements not being met.
1	Finances; Keeping up with Technology; Keeping the human element as technology changes
1	Financial
1	Financial Support
1	Financial support
1	Financing/Budget and Maximizing personnel and facility space (without completing the lower level)
1	Finding enough money to support the collections and maintain the building.
14	Funding
1	Funding - technology updates, materials purchasing, staffing
1	Funding and cataloging
1	Funding cuts at the state level.
1	Funding for additional staff.
1	Funding programs
1	Funding, Keeping libraries current with new technology
1	Funding/Advocacy
1	Funding; need to find a way to transition to RFID technology
1	Funds
1	Getting a new library.
1	Getting all of the staff tech. savvy.
1	Getting more young adults involved after we move to our new library
1	Getting new computers and more space for materials.
1	Getting organized, hopefully with a new building.
1	Getting our library addition started and finished.
1	Greater integration of library support of and receiving services across state. Seamless services
1	Growing community to which we must grow with them to provide the best service we can for them.

Count	Response
1	Growth expansion/funding
1	Handling the ever increasing number of homeless & low income computer users
1	Handling the renovation and expansion without sacrificing patron needs
1	Having computers and other technology for patrons.
1	Having enough funds to keep the library working efficiently and meeting the needs of patrons.
1	Having enough money
1	Having enough money to pay quality employees and funds for the growing technological needs.
1	Having enough personnel to properly take care of patrons and programs for our patrons.
1	How (or whether) to address the physical space limitations
1	How to grow and have no room to grow.
1	How to get young people in to and use the library.
1	If the regional library has to close, that would be the greatest challenge.
1	Increasing book/materials circulation
1	Increasing hours and services that means more staff.
1	Internet services and speed
1	Keeping current with Borders and Barnes and Noble
1	Keeping it AS a Library and not having to delete so many items because of a space problem.
1	Keeping technology up to date
1	Keeping the computers in working order without the support of IT staff
1	Keeping the quality of services and books provided with less budget.
1	Keeping up
1	Keeping up with Technology
1	Keeping up with changing and increasing technology.
1	Keeping up with constantly changing technology.
1	Keeping up with demand.
3	Keeping up with technology
1	Keeping up with technology and keeping patrons reading
1	Keeping up with technology and maintaining appropriate budget
1	Keeping up with technology and virtual library
1	Keeping up with technology trends.
2	Keeping up with technology.

Count	Response
1	Keeping up with the growing technology needs of our patrons & the budget to do it!
1	Lack of funding, the need for more staff.
1	Lack of funds
1	Lack of funds to hire additional staff and the homeless population.
1	Lack of staff
1	Limited space
1	MORE PATRONS LESS STAFF
1	Maintaining Technology based services
1	Managing growth in a shrinking economy
1	Meeting increasing budgets
1	Meeting our patrons ever-changing needs
1	Meeting the technology needs of the community
3	Money
1	Money concerns
1	More space
1	More space, upgrade computer services
1	More technology less physical materials
1	Moving from the use of books to electronic resources
1	Need of more technology and more space
1	Not becoming obsolete. Remaining a force in the community.
1	Not enough shelf space
1	Overcrowded shelves in building and cramped space
1	PERSONNEL SHORTAGE AND HOMELESS POPULATION
1	Personnel, efficient use of assets
1	Physical space for Technology and books
1	Preventative maintenance in technology/daily processes to service our community
1	Providing computers and popular materials
1	Providing good customer service with a dwindling staff and more challenging environment
1	Providing services that will encourage the public to continue to use the library.
1	Raising money to build a new library.
1	Reaching out to community.

Count	Response
1	Reaching out to the community and the children within the community.
1	Shelf space
1	Shrinking financial resources
1	Size of facility is too small for community
1	Space
1	Space Needs/Financial Needs
1	Space for the collection!
1	Space, also keeping up with the newest technology
1	Staffing
1	Staffing, Technology.
1	State and local funding.
1	State funding cuts
1	Staying up technology wise and meeting the needs of the community in circulation.
1	Supporting technology
1	Tech Funding
3	Technology
1	Technology Growth
1	Technology and Technology support.
1	Technology, Budget, Staff Training
1	Technology/technology support
1	To have programming and services that are needed and wanted by the public
1	Trying to keep up with users who demand more free services and new technology!
1	Updating computer equipment and Circulation software
1	Upgrade of physical plant -- building needs repair and maintenance.
1	Upgrading to a new circulation system
1	We are out growing our building .
1	We lack the funding and the space to expand with the community.
1	We need money for books.
1	We've outgrown our library and many times must resort to having programs off site.
1	acquiring more room for the library
1	adequate funding for the purchase of library materials and technology

Count	Response
1	adult literacy, outreach to children, preparing patrons for jobs
1	annexation
1	automation and funding
5	budget
1	budget constraints
1	budget for more staff members
1	budgets
1	computer access growth
1	computer maintenance and management
1	continuing to offer the same level of service as budgets drop
1	continuing to provide materials for an ever-growing county
1	decreased funding
1	economic issues and keeping up with technological advances
1	facility and finance
1	financial need
1	financial support
11	funding
1	funding and staffing issues
1	funding for books and other materials
1	funding for resources including materials, staff and training
1	funding, budget
1	funding, technology
1	Funds
1	getting a new building
1	getting much needed materials
1	growing pains
2	Growth
1	growth in an uncertain economy
1	having enough materials to supply to patrons
1	having enough money to buy materials that are requested by our patrons and research material
1	increase in library users, decrease in staff

Count	Response
1	increasing usage of the library
1	keeping materials updated for patrons
1	keeping up with technology.
1	keeping up with the fast paced technology
1	keeping up with the growing demand in technology on limited funds
1	Kindles etc.
2	lack of space
1	lack of space, new building
1	lack of space. The challenge of keeping up with the demand of materials and computers.
1	limited space , staffing and funds
1	lots of growth, not enough workers to keep up
1	maintaining funding for staff and services
1	meeting changing patron service demands
1	meeting changing technological needs
1	meeting new demands with limited budget/staff
1	meeting the demands of the growing population in Robertson County
2	Money
1	more space, increasing technological programs, the use of computers for almost everything
1	moving into a new building
1	need more space
1	operating within the budget
1	patron growth
1	population growth
1	proportional funding to maintain, and/or add to current level of service
1	replacing outdated network equipment, computers and software
1	space - more computers
1	space issues as well as the number of items that are available to the public
1	Space issues-- for books and people to mill around ... town is growing.
1	Space, staffing and finance.
1	supplying technology (i.e., internet/computers/printers) to those who cannot afford them
1	taking on more tasks with a limited staff and facilities

Count	Response
1	technology problems
1	technology versus traditional services
1	we are outgrowing the children's area quickly
1	Our greatest challenge now and in the next five years would be lack of funds to purchase new materials.
1	Lack of funds to increase salary and to retain existing staff, while in the meantime more patrons are using library services.
1	Keeping knowledgeable about new technology that patrons use that replaces current library offerings.
1	Keeping up with the increase in volume--more personnel would be helpful, but this doesn't seem likely.
1	Budget - flat or declining while expenses continue to increase; bandwidth - we don't have enough now, and we don't see any improvements coming, but use is steadily increasing; programming - being able to keep up with what our community needs and values
1	Being under funded. We are currently thinking about Creating a teen program at the library, but we don't seem to have the funds for it. I think that is going to be our main problem in the future as well. Since we are such a small county and don't have that many people here, we are underfunded and it's not fair to the community either. Because they ask if we have new books and more programs but we always have to say no, because there simply just aren't enough funds.
1	We have budgeted for a new library. We have all the joys of planning and executing construction, moving, updating, and hopefully increasing our staff size.
1	Not having adequate number of staff members to provide for the needs of the community and the stress on current staff members to deal with overload.
1	Staying abreast current issues through every available media. Being able to meet our public's needs in every possible way a library can.
1	Budget woes, being able to buy the books that are most requested and needed for research papers. The next problem is keeping up with all the new technology.
1	Keeping abreast of all current books and maintaining and weeding the collection to keep books in good order.
1	With having a new and bigger library being built next year, there will possibly be a need for more hours for part-time staff to get the job done correctly.
1	financial management of a very tight local and staff budget and still maintain services and upgrade equipment
1	Keeping up with technology, both in the backend with ILS & access technologies and the frontend with different formats and services
1	Physical space. We added 15,000 sq. ft. to our library just recently and we are already having growing pains due to the continued rise in patron enrollment.
1	The ability of the library to stay relevant to our communities by keeping pace with technology needs, programming opportunities, and expansion of services to meet the needs of a financially challenged, rural, undereducated population with the funding and resources available to us as a library.
1	Staffing to meet the high patronage demand for service which includes a growing Spanish speaking patronage
1	The move from books to more technology based ways of reading (downloadable books, Kindle, etc.) that might cause patrons to stay at home for these services rather than visit the library.
1	Not enough money to have enough staff, books and technology to provide services expected by our

Count	Response
	customers
1	Technological training and knowledge about emerging technology the library could use to better serve the community.
1	The greatest challenge would be to get a building that is large enough to meet the needs of our community.
1	Staying in tune and up to date with literature/literacy/technology research needs of the community
1	Implementing an automated system that is user-friendly and has a low error count as well as adding more convenience to the process for staff & patrons (incl. online debit card fine payments).
1	Obtaining the money to purchase new materials. We need to expand but we rent a building. We really need a "Library Building"- not just the space we rent.
1	Have the finances to provide the technology that will be needed to assist the public who uses the library.
1	Meeting the growing technological needs in our community and finding the financing to do so. We are in dire need of more space for materials which is an ongoing challenge.
1	Expansion. Our library is too small to keep up with the space we need for materials and in-house programming.
1	Maintaining the primary responsibility of remaining an institution committed to providing books, magazines, and a quiet atmosphere in which patrons can enjoy reading or studying.
1	Increasing our budget to grow the library to adequately meet current (and future) needs and to allow for adequate staffing. If we lost the regional library, we could not currently afford to hire additional staff to replace the services currently fulfilled by the regional library.
1	How to serve our growing patron base with a staff shortage and in a building we have already outgrown!
1	The greatest challenge will be having the budget to order the books. Another challenge will be in staying current with the technology.

What is the most important thing that your regional library can do to help your library?

Count	Response
1	1) To provide moral support 2) Stay on top of the technology/cataloging side of events.
1	Advocacy at the state and local levels
1	Advocate the importance of your local library!
1	Assist with computer problems
1	Assist with technology
1	Be There! Just knowing they are there with the answer to any questions or problems.
1	Be a resource between us and the state
1	Be supportive
1	Be there to help know what to do and how to do it. Also for the other things indicated above.

Count	Response
1	Be there when I need them!!!!!!
1	Be there! We need the Regional support to keep our inventory current.
1	Cataloging
1	Cataloging and help get new ideas for materials
1	Cataloging materials.
1	Cataloging our materials as we do not have staff to do it ourselves
1	Consulting on technology and other library issues
1	Continuing education
1	Continue as they are, they are our LIFELINE for effectively serving our patrons.
1	Continue courier services and support of Summer Reading Programs
1	Continue leading on shared catalog & leveraging group for additional shared resources.
1	Continue providing the current level of service.
1	Continue providing wonderful service
1	Continue the Courier Service
1	Continue the technology support and training
1	Continue to advice and support our library with continuing education.
1	Continue to be the supportive group that they have always been.
1	Continue to help with technology support and cataloging.
1	Continue to offer great support of our local library.
1	Continue to offer technical assistance
1	Continue to provide an outstanding courier system whereby our region shares books
1	Continue to provide funding from the state level.
1	Continue to provide support for our computer software consortium. We operate on SIRSI.
1	Continue to provide technical support and support with cataloging
1	Continue to provide technology and professional consultation and training
1	Continue to provide technology support and staff training
1	Continue to supplement with books and offering of "training" opportunities.
1	Continue training for staff and funding for new items.
1	Continue with the courier service, which is excellent by the way.
1	Continued support and communication
1	Continued support technically and materially.

Count	Response
1	Continued support with outreach, library materials and workshops
1	Continuing Education to better prepare staff
1	Continuing Education, funding
1	Continuing education
1	Continuing education and technology training
1	Continuing education in a variety of areas.
1	Continuing to provide the courier service and the technology training.
1	Continuing training education/classes
1	Continue to be there for us
1	Don't know.
1	Educate staff how to use computers better. Many still have poor computer skills.
1	Educate us on public library issues and provide technical support
1	Enhance computer technology support services
1	Exactly what they are doing now
1	Funding and continuing their support
1	Give us money :)
1	Give us more time to spend quarterly allocations.
1	Give us timely service
1	HELP WITH UNEMPLOYED PEOPLE LOOKING FOR JOB-HUNTING ASSISTANCE.
1	Help to pursue grants and other funding opportunities
1	Help us keep up-to-date books. Keep our computers working.
1	Help us secure materials and funding
1	Help us to raise the funds and convince local government to help fund for new building.
1	Help with management issues & daily running of the Library
1	Help with our Technology
1	Helping with processing and ordering books, keeping us up to date on technical support
1	I am not in a position to answer this question.
1	I don't know
1	I don't know.
1	IT staff, book processing staff, book ordering staff, the whole support team
1	It would rock if it continues to be easy to get to the trainings via van. My car is not new...

Count	Response
1	Just continue helping us process materials.
1	Keep doing what they currently are doing
1	Keep helping
1	Keep loaning us book copies (thank you)
1	Keep technology up to date and working properly.
1	Keep the Bookmobile. This allows my library to offer new materials every two months.
1	Keep the services
1	Keep us informed about new things that are coming out.
1	Keep us informed on programs and practices that are current and assist in any ways needed.
1	Keep us up to date on trends in programming and services
1	Learn more about technology
1	Let us know about things coming up earlier.
1	MONEY
1	Maintain good electronic and personal communication between libraries.
1	Maintaining the same services we now receive
1	Materials
1	Money for Books and services
1	More Classes
1	Not qualified to offer an answer to this question
1	Offer Continuing Education
1	Ordering our books, processing our books, helping with our computer problem.
1	Perhaps more workshops and presentations about new technologies
1	Process newly purchased materials in a timely manner and to help to shorten the time for repairs.
1	Processing books and materials.
1	Promotion of new facility and fundraising efforts.
1	Provide books in a time of budget cuts for materials
1	Provide continuing education and technology support
1	Provide educational and technical support.
1	Provide free or inexpensive training sessions for our staff -- VERY valuable.
1	Provide information and education
1	Provide more grants

Count	Response
1	Provide more state funded programs and money for books and materials
1	Provide processing, cataloging, and training services.
1	Provide support while the renovations take place.
1	Provide technical support and expertise.
1	Provide training and help with various grants.
1	Provided Tech support on software
1	Providing materials.
1	Providing special funds
1	Providing technology assistance.
1	Provision of technological support
1	Purchase more books that cater to a wide range of personalities
1	Share collections.
1	Sharing of information
1	Supplement needs
2	Support
1	Support in technology to keep the newest technology
1	Support our computers and support with processing.
1	Support our efforts
1	Support technology by taking phone calls.
1	TECHNICAL SUPPORT AND SUPPLEMENTING MATERIAL FOR OUR LIBRARY
1	Tech Support
2	Technical support
1	Technical support, order and process books.
1	Technological training and help.
1	Technology
2	Technology Support
1	Technology and training and information
1	The Ordering and Processing of books, and technical support
1	The most important thing would be to NOT close the regional library.
1	They can get comparisons from other libraries
1	To continue supporting local libraries with the same effort used in previous years.

Count	Response
1	Trading books
1	Train us in emerging technologies
1	Training
1	Training and consulting and keeping us apprised of state processes concerning the library.
1	Training and helping to process materials
1	Training classes
1	Training on Tenn-Share databases more often
1	Training workshops and technology support.
1	Training, both library and technology related ; provide additional materials to our branches
1	Training; Automation Systems;
1	Webinar training sessions to cut down on time and travel expenses
1	access and understanding of Millennium
1	added resources
1	Advocacy
1	advocate for funding for staff and services-no decrease
1	come along side and help with training in tech matters and customer service training.
1	computer related
1	Continuation of technology help.
1	continue Summer Reading acts and programs
1	continue current support
1	continue education programs
1	continue interaction of libraries
1	continue providing additional materials and assistance with summer reading program
1	continue the shared cataloging and courier service
1	continue to furnish materials, books & technology know-how
1	continue to supplement our materials budget
1	continued education/workshops
1	financial & Technical support
1	help catalog genealogy material
1	Help with funding...
1	if the office is running smoothly my job is much easier

Count	Response
1	In-service training
1	keep the interlibrary loan system going
1	keep up with the ever-changing field of technology
1	keeping us up with technology which they are doing fine
1	loan materials
1	loaning materials that we can't afford
1	maintain courier system, consortia online catalog and system and Internet service
1	make sure funds are allocated
1	materials
1	more books
1	more books and training
1	more community oriented events concerning low education levels
1	more funding
1	more grants
1	offering support, especially in cataloging and continuing education
1	order and process library material
1	ordering more of the latest books and DVDs
1	our patrons love the Courier book service
1	place orders in a timely fashion
1	professional assistance
1	provide additional books, provide support and training
1	provide funds and assistance
1	provide funds and process books and other materials
1	provide grants and funding for books and other materials
1	provide support with tech info and constantly supply new books
1	provide technology training and support - moral and informational!
1	provide training for new technology and software
1	provides courier service, DVD audio book rotation
1	putting BIB records in system
1	staff continuing education. Ordering library materials.
1	Storytime visits

Count	Response
1	successful web design, trends in books, new media training
1	support
1	support of automated system
3	tech support
1	technological support
1	technology and programs and answer questions that we need answered
2	technology support
1	technology support, ILL, training
1	technology support, processing support, advisory
1	technology support/book processing
1	technology training
1	the material rotation program
1	Training
1	training and children's programs
1	ways of getting us more materials-(offer us ways)
1	workshops for paraprofessional and professional growth
1	workshops, cataloging, order books, processing materials, tech support
1	Keeping us abreast of the changes in library services in other regions- trends and programming. Training in and implementation of these new services
1	Provide funding for materials and training on latest technologies and technological services that will impact libraries.
1	We still need books for the many people who read. They come in and sometimes walk out because we do not keep up with the current needs.
1	Keeping us informed and advising us of all new information that we need to be in compliance with regulations that libraries in Tennessee must go by. All this knowledge is invaluable and we cannot function at top level without their assistance.
1	Continue to be an outlet for new technology for libraries and the cog for our shared automation system.
1	Assist with grants that we'll have to have in order to remodel or build a new facility. Also, their expertise and extra staffing should we be in a position to move to another facility would be imperative.
1	They could help us by writing grants or finding grants that we could write. Also, they may be able to find funding through business and corporate donations.
1	Continued assistance with Summer and Winter Reading Program and special projects as well as assisting with collection development
1	Investigate new, effective ways to meet patron needs & share comparative info with local libraries.
1	I have no idea what, if any, services the regional library provides to my library. If it does provide services, then the most important thing would be for the regional library to ensure that the Brentwood Library staff and

Count	Response
	patrons are aware of the regional library's role in their daily library activities.
1	Encourage public libraries to remain loyal to the true definition of the original library - a place where books, magazines and records are kept for use but not for sale. I don't believe libraries should be video stores other than non-fiction videos.
1	Develop a inner budget for each item category within each county library to keep better track of spending for items.
1	Managing and maintaining the Millennium Catalog system. The Director's advocacy for funding. The regional library's support of local libraries with continuing education and cataloging.
1	Just support us and keep coming and helping us learn how to give good customer service to the patrons so we as the library can do a better job.
1	continuation of in-service meetings regarding library automation systems and continuation of purchasing library materials
1	From a cataloger's point of view, help with special projects (relocating oversize books to other collections, moving appropriate nonfiction books to biography section, merging duplicate bib records, adding location codes as needed.
1	Help us keep up- to-date materials that will enable us to help the users stay interested in current events and want to become more educated.
1	Their support and knowledge is invaluable. Whenever we have questions Marion or one of her staff has faced what we are going through and is able to offer information or advice.
1	Maybe help us with some ideas with our children and teenagers in our community to keep them out of trouble and educate them at the same time.
1	Continue to provide us with materials we do not have in our collection and provide technical/operational assistance and support
1	Just continue what they already do. They are our lifeline as a small library to help us know how to take advantage of state and federal services.
1	Co-ordinate our consortia's Innovative Millennium operating service and continue our intra-library loan courier service
1	I can't image not being able to call or email Joy or Dustin or Wanda or Regina with whatever problem. I call them almost daily with different problems.
1	Everything they do for us is important. Their outreach helps us to have new patrons, while the new material they bring us helps to keep our patrons.
1	Workshops - further education - helps to realize the big library world out there and other ways to accomplish what we are doing.
1	Make best/fastest technology access available to operate library systems & train staff to operate those systems.
1	They could write for grants for us so that we could buy books. They could make us aware of grants so that we could write for them. They could ask corporations and businesses to donate money to us so we could buy books.
1	Computer technology on a timely basis, consultation with current and latest library technology and media.
1	Continue courier service and Internet/filtering; provide technology training and professional support
1	know how to solve technology problems without the help of the technology state person who is very difficult to reach
1	Support the consortium's library software and technology. Continue the courier service, and continue

Count	Response
	assisting with interlibrary loans
1	keeping us on track with the latest in technology and providing us with innovative ways to serve our community
1	Maintain a state computer technician so we do not have to pay another company their fees for simple computer maintenance issues.
1	The regional library is already great at keeping us up with technology. I hope that continues. The regional library is great about helping us purchase books and I hope that will continue
1	It would be wonderful to have assistance from Regional in some way to provide relief to understaffed libraries. Perhaps closing Regional libraries could consider continuing some of their part-time employees by placing them in other libraries.
1	They have provided extra materials we otherwise wouldn't have such as READS and other technology support
1	Just keep doing what it already does: interact with us, especially our leadership, and be available to answer questions.
1	Better training on laws that affect the library. More training and sharing of ideas in our specialties.
1	The continued support of the regional staff in all of their specialized positions as a resource to our library is invaluable in our continuing process of providing better services to our patrons. The opportunities for continuing education offered by our region are a wonderful resource as well.
1	They fix our computer problems and help our computers work properly. They are also there any time when we need to rely on them to answer any problems we may have.
1	Technology Support / Cataloging State and Local Materials / Continuing Education / Consultation Services

Please feel free to enter any other information or comments that you wish to share.

Count	Response
1	CFR has done a great job over the years helping our library to grow to our current level
1	FLRL director & staff are very responsive and helpful to any concerns/issues/problems.
1	Financial survival is the second greatest challenge.
1	Forked Deer Regional Library is the best in Tennessee.
1	I appreciate the storytimes provided by BGR and the workshops offered.
1	I don't know where we get the space or staff to process our own materials
1	I enjoy working with the staff we have here at our library.
1	I really appreciate the help our Regional staff gives me.
1	I really appreciate the work that the Regional library .
1	I think our regional library does a great job and am proud to work with them.

Count	Response
1	Imperative to keep regional system to assist those libraries with inadequate staff and funding
1	Our regional system has resulted in a network of strengthened and better libraries.
1	Our regional library is the backbone of our system
1	Our regional library staff is always prompt with help.
1	REELFOOT LIBRARY IS THE "BACKBONE" OF OUR LIBRARY. ALWAYS THERE TO GIVE US A HELPING HAND.
1	Regional Library Personnel are a vital part of the success of the public libraries.
1	Regional libraries are a vital resource
1	Regional staff have always been very helpful and knowledgeable.
1	Thank you all for all that you do to make our community library an asset to our area.
1	The regional staff is always available for whatever support is needed.
1	The regional staff provides extremely valuable services for our library.
1	The technical support we receive through the regional library is invaluable.
1	Watauga Regional Library provides EXCELLENT service for our library!
1	We are grateful to have such a wonderful region that supports us.
1	We could use help and advice and materials to reach out to those who need education
1	We hope that the Regional System continues to provide the same level of service.
1	We need the Regional Library to provide services that we do not have funding or staff to provide.
1	We think that our regional library system is doing a wonderful job.
1	our regional library has always been helpful
1	Thanks for the assistance you've given this year.
1	the courier service is one of the best services that could ever be provided in this area
1	I am new to Library management & they have been my strong arm with management issues to ordering issues.
1	We need our Regional Library! They provide many services for the local libraries and their communities.
1	In number 5, items left in the left-side box are not applicable; in number 7, other is finding and applying for grants; the services that our regional library provides for us make it possible for us to provide an acceptable level of service to our patrons - there would be drastic changes in what we could do if we lost the services from the regional library
1	Computer technology is a great need and on a timely basis. It is difficult now to get tech support on a timely basis. My concern is that if regions are consolidated or eliminated this service will be even worse. The techs are not able to get everything done on their visits and they work continuous the whole time they are here with the lists of problems we require or need their assistance.
1	The staff at Highland Rim have been instrumental in helping with our summer reading programs. When your budget is limited, they always deliver an outstanding children's program at no cost. Our library friends look forward to their visits.

Count	Response
1	I wouldn't want to think about having to do without - they are always helpful, and it's always been with a smile and a good attitude!
1	We are a smaller library and I cannot imagine not having the help we get from the regional center.
1	there should be a technology person at the regional library that really knows how to solve technology problems
1	It is critical to maintain support with regional. We recently purchased a software package (SIRSI) that is managed as a consortium by our Regional office. Without this we are 'dead in the water'.
1	The Regional library assist w/our materials budget, but they are also valuable to us in that they assist us with other things such as inventory, weeding/coll. dev. process and in-services that are timely and usually easy to get to.
1	the region's help with SRP is invaluable our money is always short and they come through for us .
1	I know that if I have a problem I can count on The State Library staff to help me at any given time. They have always been so helpful to me.
1	I believe the survival of the Regional Library is critical for the survival of many of the smaller libraries. With the resources provided, the Regional Library System provides a wonderful service and support to all Tennessee public libraries.
1	When I started here 15 years ago, I had one day training without the regional library ladies I would never have survived and would not have gotten a newer library.
1	Watauga Regional library and staff are a HUGE help to us. Without them, we would not be able to afford a stand-alone automation system or Internet service. The courier service they started has tremendous support in the community. Our patrons LOVE this. Whenever I have management/personnel issues, Nancy always has the time to discuss them with me and I find her suggestions helpful. (I have been supervising staff for over 30 years). The library service that the Kingsport Public Library provides is at a higher level than it would be without WRL. No matter how busy the staff is (and they are overwhelmed at times), they are always pleasant and efficient.
1	As a Library asst. the order of lists is my perceived order of importance. Patron Services/ Reference questions. the 'Other' on training was for these specific needs
1	11. The program services we have had from our HRL over the years have been wonderful. They have done numerous children's programs and adult programs for us, such as our Winter Reading Program. They have come in for special projects and jump in with support and help. Offered guidance and assistance for our Board of directors and library directors. Assistance with our statistics and help develop PR material and annual salary surveys. The staff has been great to us and has gone above and beyond to help us with anything we need.
1	Our library system would not be hurt as badly as most of the other libraries in our region, who rely heavily on the regional library for support in so many capacities, but we would definitely suffer as well. There is a lot that goes on behind the scenes to make a library successful, and our regional library is crucial to those behind-the-scene successes. By the way, we send different staff to the continuing education events; we always send someone.
1	We choose to do our own cataloging and processing when possible. When I took over a couple of years ago none of our genealogy section was cataloged. We boxed it up a section at a time and sent it to them for some labor intensive cataloging. Our genealogy section is now much more user friendly!
1	Although I do not directly interact "personally" with regional library staff, I'm aware of their importance to our library's present and future success.
1	As a bigger library, we are able to do the majority of our own ordering, processing, and cataloging in-house. However, from personal experience, I am fully aware of how much rural/small libraries rely upon the regional libraries for those processes. As a larger library, we rely heavily upon the regional library for technology assistance and professional consultation concerning operational and even some legal questions that arise.

Count**Response**

The regional library system is a valuable support system for Tennessee's public libraries.

- 1 I feel very strongly that the current situation in Tennessee libraries is about to become much worse, especially in the small, rural libraries with the plans to eliminate most positions at the regional level as well as the centralization of certain services to a state level. While eliminating costs in some areas, other costs will rise. The benefits provided by the professional staff at the regional level are invaluable. The idea that someone NOT familiar with the daily operations of small, rural libraries as well as large, metropolitan libraries will make the decisions that alter daily library services is disturbing. Daily operations in a one person library differ greatly from the operations in a large library. Many of the libraries in our region will not be able to function as well, if at all, without the support the regional system provides. From cataloging to outreach, purchasing to technology, and so much more, small libraries depend on the support of the region. I understand that cuts must be made, costs controlled, and budgets re-evaluated. I also understand that there are many services that will be lost to our small libraries and the communities they serve under the current plan. These libraries often have the poorest and least educated populations in our state needing as many services as they can offer in order to have the tools that can lead to a better or at least self sustaining life. This may seem like an easy solution to cutting current costs, but what will the cost be to the communities in our state in the long run when their one person libraries are no longer able to operate due to lack of support? I believe in the public libraries in our state and the librarians who serve their communities. I think that their input on how to move forward BEFORE a decision was made would have been an invaluable tool for those making these decisions. Just walking through each library in the state does not give an accurate picture of what that library needs, understanding the needs of libraries and communities can only be attained by being present continually or seeking input from those who are.
- 1 The Regional Library makes it much easier during book processing, and the help of technical support is greatly appreciated
- 1 We do not want to lose our support team from the Forked Deer Regional Library. They are an assist to us, and we appreciate all they do for us.
- 1 I do not know what is available from our region that I can make use of in order to present better programs and services. I know some regions have staff that do special children's programs for their libraries.
- 1 I feel that we would be "in the dark" without help from our region. We are a new library that has needed much instruction in every aspect of our work.
- 1 I don't think a library should be a playground, a meeting place for noisy mothers or a baby sitter. I think we should try to keep activities at a minimum noise level except for a few special events.
- 1 I did not get an opportunity to put an "other" under question #7 -- this would be "trends in librarianship". The Regional System is a very valuable asset to the State of Tennessee and should be optimized for best performance. We cannot do without it in Tennessee until our level of funding reaches acceptable levels and stays there. Small libraries rely on the Region more than our library, per se, but we still lean on them quite a bit and value their services highly!
- 1 We have always had a great working relationship with our Regional Library. The staff is always ready and willing to help us with any questions or problems that we have. If we have technology problems they are taken care of in a timely manner. We are fortunate to have such a wonderful Regional Library Director and great staff members.
- 1 Our regional library is what makes the libraries in our area unique. It supplements so many aspects of the library for the community.
- 1 Perhaps a newsletter pointing out new things or even which libraries are in our region...I don't think any of us know.
- 1 I feel that the library has gotten away from being a library and is now more of a social gathering place.
- 1 We need the regional library to continue to provide technology assistance to allow us to stay connected to the other libraries in our region.
- 1 From what I hear at state meetings and grand division meetings, Watauga is the premier region providing the support that the libraries want and need now, not what was needed 30 years ago.

Count	Response
1	Our region is excellent in sending reference books that we need, also they are so supportive to us in any problem or they are great in helping in projects that are to big for us to handle with our small staff.
1	WE ARE THE LARGEST CIRCULATION LIBRARY IN OUR REGION AND WE ARE UNDERSTAFFED IN CIRCUALTION. WE NEED MORE PEOPLE IN CASE OF SICKNESS, VACATION, ETC.
1	I don't know if Watauga is short staffed or not. However, I do know that when dealing with IT issues, it can sometimes take up to months to resolve a problem.
1	Watauga Regional Library has an excellent staff: Friendly, helpful, timely and accurate. Nancy Renfro has strong leadership and people skills, Regina Reed is a whiz at solving Technology issues. Teddy Malone is great to work with on financials and Wanda produces an incredible amount of timely and accurate bibliographic records for our members who are not as fortunate as JCPL to have access to professional catalogers. They make my job easier!
1	Our regional library is so good at helping with any and everything we need help with - even saving us money with the Reelfoot Runners program.
1	The Courier Service is a great program to bring books to all regional libraries. It is in high demand and greatly appreciated by our patrons.
1	The Regional Library would be greatly missed. We depend on it daily for so many needs. Without the Regional Library it would be as if we were out in a desert without contact or information about the library world. They bridge the gap and I do not know what the small libraries will do without them.
1	We recently switched to an RFID system & had to tag our entire collection. We could NOT have done it without the assistance of HRL.
1	All that they do to support us cannot be written in a simple sentence. It is a resource we cannot do without.
1	There are always very odd things that come up when are dealing with the public and it is very helpful to have the regional library to go to for support on any situation that may come up.
1	We are very proud of our regional library. They are always ready with help, and they never fail to provide us with answers that solve our problems. I did not attend continuing education programs because it was more appropriate for other staff members to attend.
1	The Clinch Powell Regional Library has always been so helpful for our library. Don't know how we would manage ordering, processing, and all other tasks without their help.
1	Most libraries don't have the staffing to handle all the processing/cataloging of material or the time to seek out continuing education opportunities
1	The regional libraries through the state library have access to cutting edge information occurring across the US and around the world. Introduction to this information would be helpful.
1	We never would have been able to accomplish our change to RFID in the time period that we did without their help. We love them.
1	I would personally like to see a library keep the importance of "book" status instead of a video or music store.
1	The Nolichucky Regional Library has been such a help to us over the years. I would really like for you to consider keeping them on, and not closing the office down.
1	I would like a tech person to be able to be on site more to help with problems and do less troubleshooting over the phone.
1	Watauga Regional Library under the direction of Nancy Renfro has been outstanding in their support of libraries in Northeast Tennessee. While we have much expertise on staff in our library, they are always willing to help when help is needed and they are invaluable to the courier system. I give Watauga Regional an A+++.
1	There is a great discrepancy between city/county library budgets. Perhaps allowing county libraries more

Count	Response
	fundraising activities.
1	The courier service that Watauga Regional Library provides is irreplaceable for Kingsport Public Library at this point.
1	I love Susan Simmons as Reg. Lib. Director, but I still desperately need Nolichucky Regional Lib.
1	I get a great deal of information at the in-services and trainings held by the region. The gatherings bring librarians together on a regular basis and help create a learning environment. Valuable knowledge and experience is shared.
1	The staff corresponds with personal at our regional library on a daily basis. They are the go to people when a member of our staff needs assistance.
1	Shiloh has been very supportive and helpful to us, especially this year. There has been a lot of sickness and death this year at this library. They have been there to help us.
1	I feel that the regional library tries to support us in any way they can and they provide a great service to our community.
1	Most other libraries in our regional rely on the regional not only for their technical support of computers but also their only source of materials are those provided by the state.
1	Our library has experienced major problems with staff illnesses and issues. Our director lost her daughter at the very same time as the assistant librarian was diagnosed with stage 4 brain cancer and soon passed away. During this very critical time, the Shiloh Regional Library was absolutely wonderful in providing training and assistance for the lady who had to walk into the library which had been closed for 2 weeks and take over totally unprepared. I do not think we could have survived without the support of our regional library. We are just so appreciative and thankful of our Regional Staff and their support to our library, personally and professionally.
1	Our regional catalogue and courier service is extremely important to our patrons and staff. I hope this continues to be a part of our service to area residents.
1	The Regional Library is a great, great, access to us, we are so busy, and so understaffed, if we didn't have them, and their great assistance, we would push beyond the limit of helping our patrons, and providing new books in a timely fashion, we love them they are so very great to us.
1	Watauga is great to gain and inform me on different technology problems. They are always so willing to help when things get a little crazy.
1	Does the Blue Grass Regional Library provide services to Brentwood? I thought the regional library system only provided services and support to rural areas. Perhaps the regional library system should do more promotional and educational activities.
1	Although I don't interact with regional staff on a regular basis, when I do need to talk with them, they are always available and provide the help I need.
1	Our regional staff is absolutely top of the line. I can depend on them for whatever problems we have.
1	I think it would be nice if our regional library hosted some kind of meet & greet / Open House or other event at which we could meet the staff face-to-face.
1	I handle ILL's and it is so frustrating for me due to the fact we get requests for books but we don't have them in our collection.
1	As a very small but vital library in a retirement community, the regional staff has been there to support us in any way I ask. They save my sanity on a weekly basis. Just the thought of them not being there puts me in a state of panic!!
1	Thanks to the Regional Library for all they do to support the local libraries so we can meet the needs of our communities.

Count	Response
1	Ft. Loudoun staff members have been quite an asset to Kingston Library. They are always ready and willing to help. I personally have contacted Ernestine Hicks many times re: cataloging questions. She is very knowledgeable and is so helpful. The State sure got a good and valuable employee with Ernestine.
1	BGR is an excellent resource for professional materials and training. The assistance with children's services is greatly appreciated.
1	Philadelphia is a very small town there is nothing for children to go or do after school .We need fresh ideas.
1	I have complete respect and admiration for Ms. Lynette Sloan, Ernestine Hicks, Miss Janice, Mr. David, and Miss Lynette and her courier friend whose name I can't remember. They, along with their "new person" Samantha, have always been friendly and helpful to me. I would think that one would be hard pressed to find a group, more dedicated to library service than they are. And while I haven't attended an in-service in awhile, due to scheduling conflicts, the ones I have attended were great. Miss Lynette hosted a great in-service at Dalton Library concerning weeding books. Also, I attended a very practical and useful in-service about the READs program. It was hosted by a remarkable young lady who, I believe, is involved with Bluegrass Regional Library. Similarly, there was a great genealogy seminar that I attended a few years back. I hope that the Regional will continue to offer these seminars, because I have found them to be very educating and helpful.
1	Question #7 - Other specified here: I would like to have one central location to contribute ideas as they come to mind throughout the year for things like staff training sessions, continuing education programs, etc. The deposit for information would not have to be responded to just left for other libraries to say yes I agree we Should have this program or even add to it